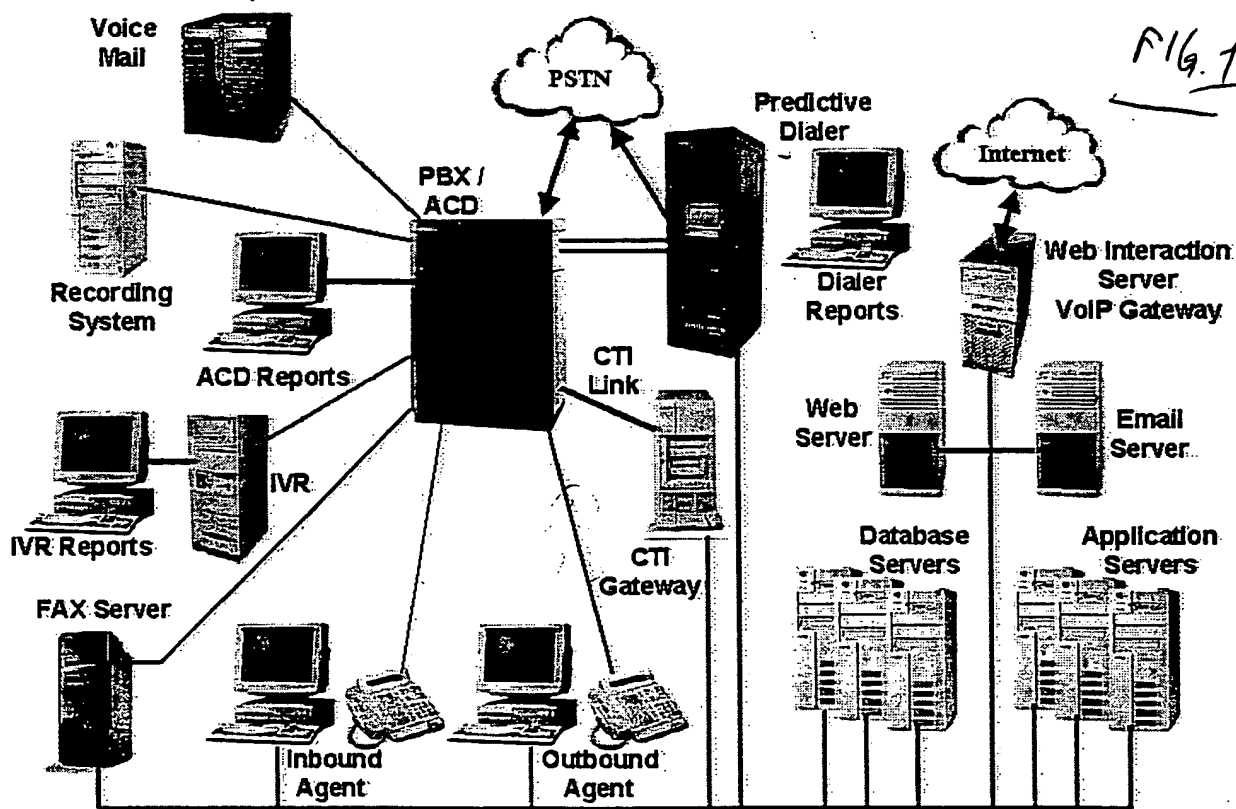


In upgrade environments, CCPRO is installed next to an existing PBX or ACD to preserve the investment in the switch and cabling while offering enhanced capabilities and a lower cost of ownership. CCPRO replaces numerous and disparate systems with one comprehensive solution.

In a traditional call center, the PBX or ACD, predictive dialer, IVR, voice mail, recorded announcement devices, fax servers, recording systems, data networking equipment and servers are all separate and distinct components that must be integrated to meet the needs of the call center. Many of these components are based on proprietary architectures, which leads to very high integration, capital and ongoing operating costs. Web interaction servers are the latest generation of component call center equipment that needs to be integrated into a call center solution. CCPRO incorporates all of these functions into a single, comprehensive product.

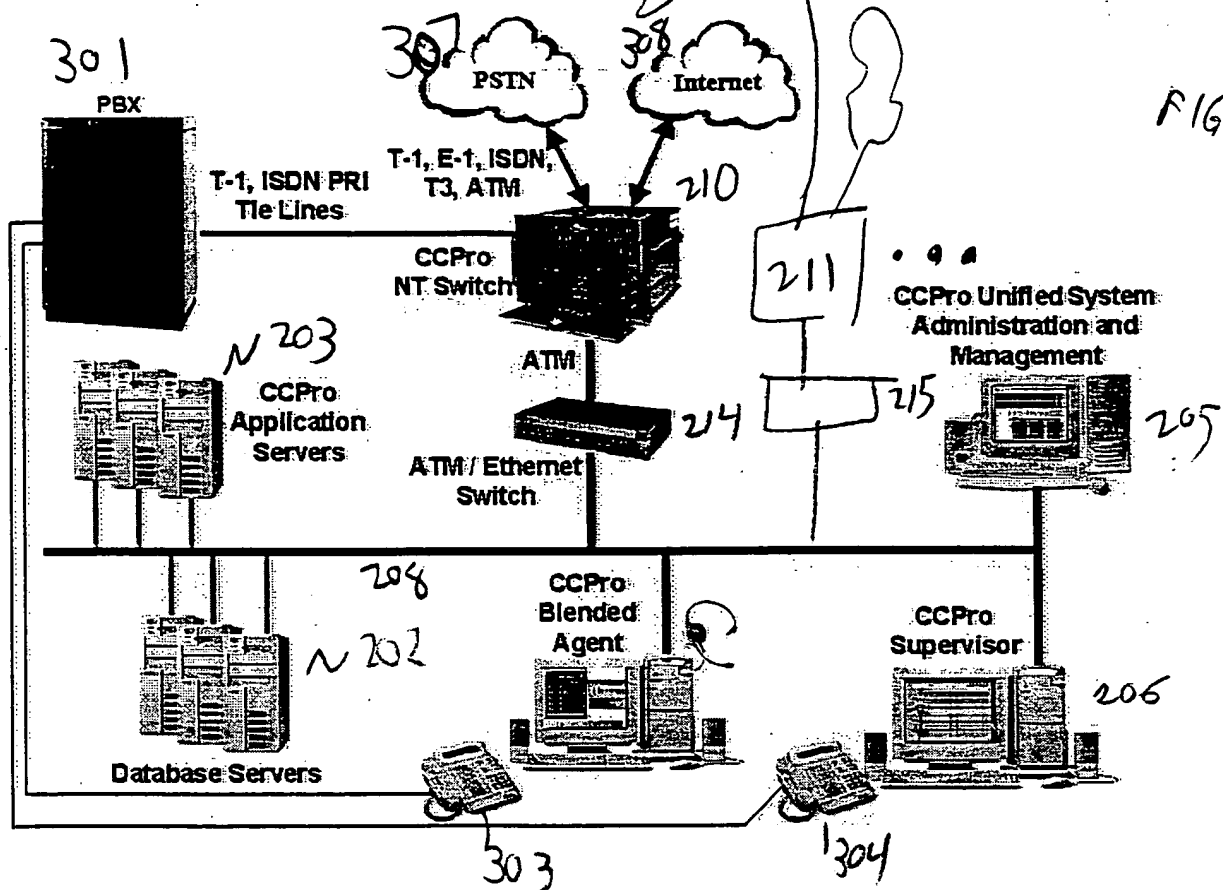
Legacy Call Center Configuration



Reports in a typical call center must be pulled from disparate sources. There is no single database from which a report detailing inbound, outbound, IVR and/or faxing activity can be generated. A call center may attempt to approximate a blended solution by having agents logged into an inbound ACD for some portion of the day and having the same agents logged into an outbound predictive dialer for other portions of the day. Under this scenario, however, there is no easy way to generate a single report that would summarize billing and agent productivity, and it is difficult to dynamically adjust inbound / outbound ratios based on call patterns and service levels.

The CCPRO solution greatly simplifies and reduces the complex combination of hardware and software found in the typical call center.

CELLIT Upgrade Configuration

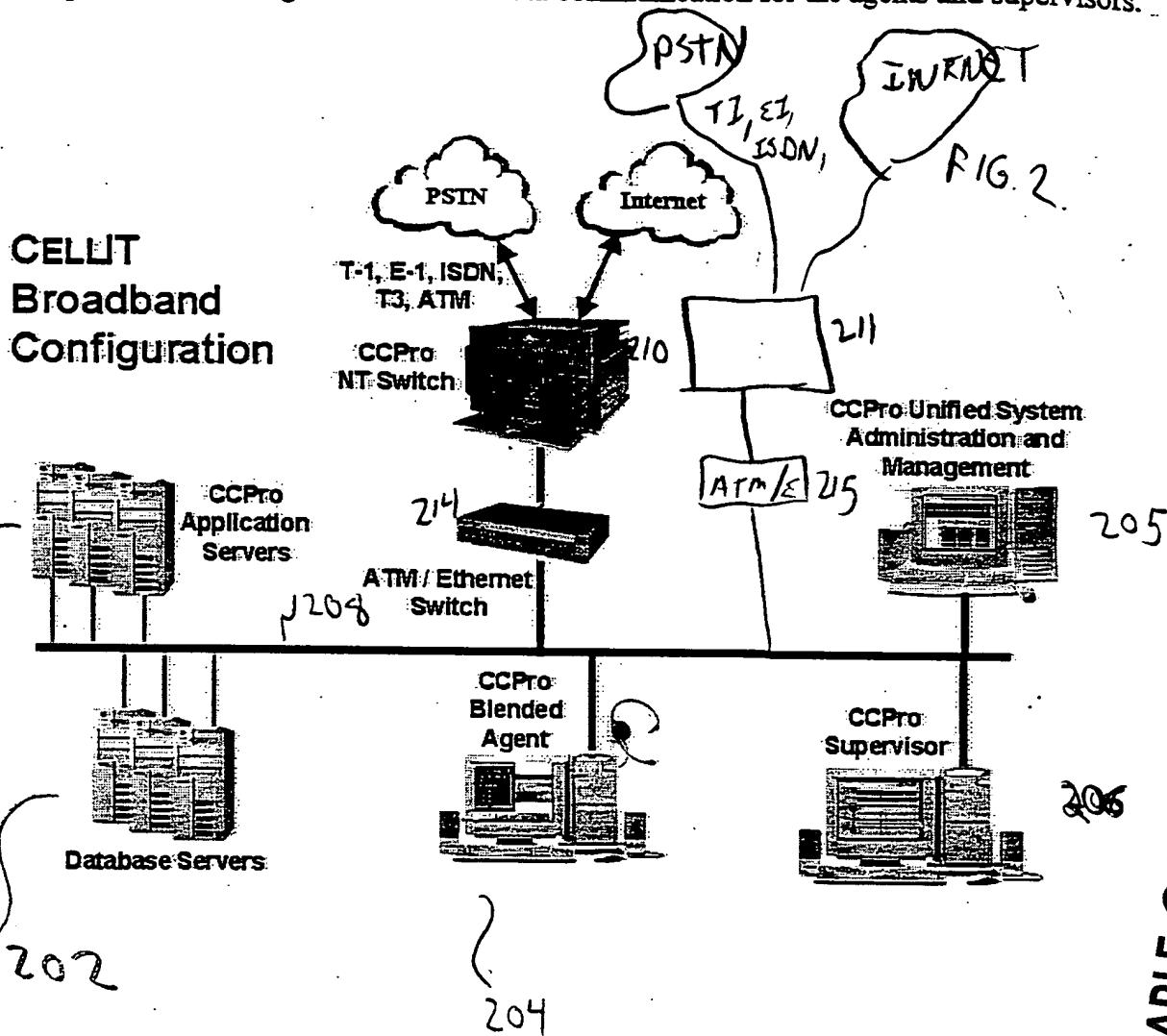


CCPRO uses the existing switch fabric by establishing a connection between itself and the agent through the legacy switch. CCPRO then manages the agent interaction to perform the various contact center functions. Significantly, CCPRO does not require a CTI (computer telephony integration) link into the existing PBX or ACD. Not only are the CTI links themselves expensive for many switches, but older installed switches often need extensive hardware and software upgrades to support the links.

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CCPRO is also a superior solution for greenfield installations. ATM or TCP/IP connections to agent and supervisor desktops offer superior value and performance. Cost savings accrue by replacing not only the peripheral call center equipment, but also the PBX or ACD itself with CCPRO. A single ATM or ethernet network is used to integrate the various CCPRO contact center components, including both voice and data communication for the agents and supervisors.

CELLIT Broadband Configuration



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